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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am writing to strongly support the need for broadband competition. I have lived in San Francisco for 8 years at this point and been a customer of both AT&T (DSL service) and subsequently Sonic.net (DSL initially and then upgraded to Fiber service).

When I first moved to San Francisco from Ohio, my assumption was that I needed to go with a large national carrier in order to receive reliable and trustworthy service, as those were the only options in Ohio that I had prior and were accustomed to. After being an AT&T customer in San Francisco for close to 3 years and repeatedly dealing with reliability, speed, and outage issues, along with frustrating customer support and no resolution, I decided to try the local option of Sonic.net as a last ditch attempt. I thought this was a "last ditch attempt" because I knew that Sonic.net DSL ran over AT&T's backbone network and assumed that the issues I was encountering would still be present with Sonic.net. Much to my surprise, all of my issues went away once I switched to Sonic.net - not only my technical issues of reliability, speed, and uptime, but I was also astounded at the level of customer support and care that Sonic.net provides. All of this has held true to the present day, even with my transition from their DSL service to Fiber.

I can't stress enough how important I feel it is to allow competition in this space, especially from local / regional providers, that are both innovating and providing best-in-class customer support. As an example Sonic.net has been the main driver of Fiber-to-the-home in San Francisco, done it at an amazing price point, and anecdotally my entire apartment building is on largely on Sonic Fiber now and the tenants are overwhelmingly amazed by the service.

Sonic.net as a company (their mission, approach, and customer centricity) and their Fiber service are items that I brag about to friends and family, both in and out of state. It is one of the amenities that I most value in my current living situation. Sonic.net truly provide a best-in-class service to myself and their entire customer base, and we would be taking a huge step back for consumers if they are no longer able to fairly compete with larger carriers.

Robert Knox